

## WHAT IS CLAIMED IS

- 1 1. A method of assessing the urgency of an incoming communication from an  
2 originator to a recipient implemented by a computer, said method  
3 comprising,  
4 maintaining a log of past incoming communications for said recipient, and  
5 upon receipt of said incoming communication, examining said log and  
6 based on previous communications from said originator, assessing said  
7 urgency.
- 1 2. The method of claim 1, wherein said incoming communication comprises  
2 one of a facsimile transmission, an e-mail, a multi-media communication,  
3 an attempted telephone call, and a voice mail message.
- 1 3. The method of claim 1, wherein said examining comprises determining an  
2 interval since a last communication from said originator.
- 1 4. The method of claim 1, wherein said examining comprises assessing a  
2 duration since any of said originator's communications have been  
3 answered or returned.
- 1 5. The method of claim 1, wherein said assessing comprises calculating a  
2 numerical indicator of urgency including a number of received prior  
3 incoming communications from said originator in a time interval prior to  
4 receipt of said incoming communication.
- 1 6. The method of claim 5, further comprising, in response to calculating an  
2 indicator having a value above a threshold, identifying said incoming  
3 communication as urgent to said recipient.
- 1 7. The method of claim 6, wherein said incoming communication comprises  
2 an electronic mail message, and said identifying comprises modifying said  
3 electronic mail message to identify it as urgent.

- 1 8. The method of claim 6, wherein said identifying comprises notifying a  
2 device associated with said recipient of said incoming communication.
- 1 9. The method of claim 1, wherein said maintaining comprises recording a  
2 type of each of said past incoming communications.
- 1 10. The method of claim 9, wherein said log stores a time of each of said past  
2 communications.
- 1 11. The method of claim 10, further comprising maintaining records of  
2 outgoing communications by said user.
- 1 12. A computing device, comprising  
2 a processor;  
3 computer readable memory in communication with said processor and  
4 storing application software adapting said processor, upon receipt of an  
5 incoming communication from an originator to a user to:  
6 examine a log reflecting past incoming communications for said user to  
7 assess an urgency of said incoming communication, based on past  
8 communications from said originator.
- 1 13. The computing device of claim 12, wherein said log stores a time of each  
2 of said past communications.
- 1 14. The computing device of claim 13, wherein said log stores an indicator of a  
2 communications type for each of said past communications.
- 1 15. Computer readable medium, storing processor executable instructions,  
2 that when loaded at a computing device having access to a log of past  
3 incoming communications for a user, adapt said computing device to  
4 examine said log to assess an urgency of a current incoming  
5 communication from an originator to said user, based on past incoming  
6 communications from said originator.